NOTICE OF AWARD

Validity Period: 4/1/16 - 3/31/21
Extensions: None
Vendor Contact:
Contract Execution: Lamar Shuler; 865-777-1629; lshuler@worldtrav.com
Contract Operations: Stacy Lane; 865-777-1632; slane@worldtrav.com
Services will be requested as needed. Total of agreement is only an estimate and makes no guarantee to total spend against this agreement.

This agreement is based on the following:
1. World Travel Service’s emails dated 4/5/16 and 4/6/16
2. World Travel Service’s BAFO dated 3/7/16
3. World Travel Service’s Quote - ESM Bid ID 694
4. ESM Bid ID 694, Collective 30002041

Vendor Address
Vendor No. 1030030
WORLD TRAVEL SERVICE INC.
Attn: Mitzi Hubbard
10201 PARKSIDE DRIVE SUITE 100
KNOXVILLE TN 37922

Ship To:
C/O Department
All University of TN Campuses
Address designated by Dept.
Details designated by Dept.
City to be given at order placement, TN 37996

Bill To:
All University of TN Campuses
Address designated by Dept.
Details designated by Dept.
City to be given at order placement

THE UNIVERSITY OF TENNESSEE
Purchasing Department
5723 Middlebrook Pike
Knoxville, TN 37921

Framework Purchase Order

Information

Date: 04/07/2016
Framework PO #: 5500006405
Payment Terms: Payable immediately Due net
Delivery Date: 04/01/2016
F.O.B. U.T. Destination
Buyer: Jackie Haun
Phone: 865-974-3098
Fax: 865-974-2973
Validity Dt: From 04/01/2016 To 03/31/2021
Collective Number: 30002041

Item | QTY | UM | Material/Description | Price Per Unit | Net Amount
--- | --- | --- | --- | --- | ---
Reference: ESM Bid ID #694
NOTICE OF AWARD
Validity Period: 4/1/16 - 3/31/21
Extensions: None
Vendor Contact:
Contract Execution: Lamar Shuler; 865-777-1629; lshuler@worldtrav.com
Contract Operations: Stacy Lane; 865-777-1632; slane@worldtrav.com

Services will be requested as needed. Total of agreement is only an estimate and makes no guarantee to total spend against this agreement.

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4. ESM Bid ID 694, Collective 30002041

Signature ______________________________

Unless otherwise stated herein, the University’s Standard Terms and Conditions, available at http://purchasing.tennessee.edu/UT_Standard_Terms_&_Conditions.html are incorporated into this Purchase Order as well as those contained in the referenced RFO.
### Framework Purchase Order

**Vendor Address**
Vendor No. 1030030  
WORLD TRAVEL SERVICE INC.  
Attn: Mitzi Hubbard  
10201 PARKSIDE DRIVE SUITE 100  
KNOXVILLE TN 37922

**Bill To:**
All University of TN Campuses  
Address designated by Dept.  
Details designated by Dept.  
City to be given at order placement

<table>
<thead>
<tr>
<th>Item</th>
<th>QTY</th>
<th>UM</th>
<th>Material/Description</th>
<th>Price Per Unit</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>00001</td>
<td>1</td>
<td>LOT</td>
<td>Travel Agency to provide travel management services for the University of Tennessee's corporate and student travelers for all University of Tennessee locations (Knoxville, Chattanooga, Martin, Memphis and Nashville) per the previously submitted requirements. Fee will be added each time an airline ticket is purchased, including any tickets that are re-booked. Fees will not be charged for hotel, car rental or other services offered. The fee will be the same for domestic, international and group tickets. Fee will be fixed throughout the total five-year term of this contract and may only be changed if both parties agree to this in writing. Price per online airline reservations - $7.00 Airline reservations involving a travel agent - $17.00 Value added services Study abroad on-site agent (Martin) UTAD on-site agent (Knoxville)</td>
<td>400,000.00</td>
<td>400,000.00</td>
</tr>
</tbody>
</table>

Any questions regarding this agreement should be directed to Jackie Haun @ jhaun4@tennessee.edu

**Information**
- **Date:** 04/07/2016  
- **Framework PO #:** 5500006405  
- **Payment Terms:** Payable immediately Due net  
- **Delivery Date:** 04/01/2016  
- **F.O.B.:** U.T. Destination  
- **Buyer:** Jackie Haun  
- **Phone:** 865-974-3098  
- **Fax:** 865-974-2973  
- **Validity Dt: From** 04/01/2016  
- **To** 03/31/2021  
- **Collective Number:** 30002041

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Unless otherwise stated herein, the University's Standard Terms and Conditions, available at http://purchasing.tennessee.edu/UT_Standard_Terms&_Conditions.html are incorporated into this Purchase Order as well as those contained in the referenced RFO.

Signature ________________________________
After hours emergency services
Travel Management Reporting
UT Travel team

The University will furnish an office, phone and internet services at no charge for agents located at UT Athletic Department in Knoxville and at the Martin Campus.

World travel to provide staff to UT as indicated below:

Cissy Chesney - UTAD
Mike Sudzum - Martin Campus

Designated agent team located at Knoxville Business Travel Center consisting of 3 travel agents and 1 backup.

Dedicated Account Manager; and 1 designated contact for Concur online technical support; and 1 designated contact in travel management reporting (TMR)

Dedicated Account Manager; and 1 designated contact for Concur online technical support; and 1 designated contact in travel management reporting (TMR).

Normal business hours Monday-Friday 8am ET to 6pm ET. Access to agents 24/7 for assistance with emergencies, flight delays, modification or cancellation of a booking or to initiate a new booking. Every call answered by a live agent.

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World Travel supports Concur Travel & Expense on line booking tool
R2A - Automated hotel price check
Utilizes a negotiated rate program which provides discounted rates at properties from around the world, the BCD Travel Hotel Program.

Travelers and travel planners using Concur Travel automatically notified of unused tickets and credits. World Service Travel agents notified through automated QC program Concur Compleat to apply unused tickets and credits.

Lowest rate airline tickets - maintained by "Full Content" agreement with GDS provider, Travelport. "Low Fare Guarantee" provided in writing

Concur free mobile app compliments services World Travel provides; allowing travelers to manager entire trip, all within travel policy, from their smart phones.

World Travel will provide standard IRIS interface for travel into accounting system

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Signature ____________________________
The University agrees to reimburse World Travel Service Inc. the actual cost of overtime paid ($44.28) for work outside of the normal business day and week but only for UTAD recruiting and team travel. This does not apply to overtime worked for other areas outside of athletics.

Unrestricted credit of $50,000 sign on bonus to be spent with Delta Air Lines based on a 3 year agreement; Credit of $5,000 will be issued at signing and additional $5,000 issued at each $1m in consolidated airline spend including all carriers. Credit will be calculated and statements sent upon request with detailed information on balance and usage.

Note: Term of contract changed to reflect 5 years. Either party may terminate this agreement with 180 days notice.

Total Net Amount without Tax USD 400,000.00

The University of Tennessee conforms to all applicable rules, regulations and relevant orders of the Secretary of Labor. Affirmative action clauses and supporting regulations are incorporated by reference. 41 C.F.R. 60:1,4 sections 60-250.22, 60-741.22 and C.F.R. 61-250.10.